

news update



Wee Govan Festive Fiesta
page 31

Govan Gaelic School Litter Pick
page 29

Spring Clean
page 29

A vibrant orange graphic featuring various colorful flowers and leaves. The text "Hello Spring!" is written in a large, white, bubbly font with a green outline. Below it, a white message reads: "Winter is almost over, so it's time to look forward to some brighter days!"

**Hello
Spring!**

Winter is almost over, so it's time to look forward to some brighter days!

Chief Executive Update



Welcome to the Spring Edition of our Newsletter.

Welcome to the Spring Edition of our Newsletter. It has been an exciting start to the year and as you will see on page 5, we are delighted that our new build development 'Water Row' is progressing well. We are currently on schedule for tenants to begin moving into the properties from October 2023 and anticipate that all 92 mid market rent flats and 6 commercial units will be fully occupied by Christmas 2023 at the latest if all goes to plan.

We continue to have a full Community Engagement Programme which will carry on in 2023. Participation has been really encouraging and we have many more opportunities for you to get involved. A list of events that have been organised is detailed on page 7 and a full update of the Tenant and Residents Community Engagement spring calendar is available on page 8. I look forward to watching these groups progress with the aim of improving services in the community.

Our factoring service review has concluded. Additional resources have been put in place to ensure that we provide a service that fully meets all our customers and business requirements. The Owners' Forum has proven to be very successful and will continue throughout this year. Further information is available on page 13.

Due to the continuing rise in the cost of living, there has never been a greater need for our Money, Debt & Energy Advice Service. This service provides much needed assistance and advice, benefiting our customers at a time when they need it most. Please see pages 24 to 26 for more news.

As you can see on page 28, thanks to Govan Home Team our close door replacement programme in the Govan C area is more than half way through. To date, we have replaced 15 doors with a further 8 scheduled.



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You said, we did...

You may see our people out and about in the community on the last Friday of the month on our community walkabout and litter picking. If you want to join us please see page 29 for additional information.

Finally, I would like to wish all our customers a very happy Easter.

I am proud to have been part of Govan Association Group for over 10 years and wish to thank our Management Committee Members, Govan Home Team Board and our staff for their time, commitment, professionalism and dedication to Govan Housing Association. This helps us to continually keep 'Moving Govan Forward'.

Fiona McTaggart
Chief Executive Officer

You said you would like the option for a digital newsletter, but also make sure a printed version is still available for those who prefer that.



We have emailed a link to the newsletter to all our customer who have advised that is their preferred method of contact. If you would like to change how you receive your newsletter, please email Corporate Services – corporate.services@govanha.org.uk or call 0141 440 0308.



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Fiona McTaggart *Retiring*

Fiona McTaggart is set to retire from her position as CEO at Govan Housing Association early in 2023, after ten years at Govan and 30 years in the social housing sector.

During her time as leader at Govan, Fiona has guided the Association into a group structure including setting up and overseeing the Association's multi-trade contractor the Govan HOME Team. She has worked with the Association's development consultant Edwards McDowall on Govan's first mid-market rental properties at the flagship development in Water Row, as well as ensuring the existing pre-1919 tenements are fit for the future - with investment in its stock of circa £22.7 million in the last five years.

Fiona's housing career began at Cassiltoun Housing Association where she began as the temporary receptionist, leaving Cassiltoun after 20 years as deputy CEO in 2012 to join Govan Housing Association as the CEO.

Fiona said: *"I am so proud of what we have achieved at Govan Housing Association during my time as CEO. I have worked with some amazing staff and will be forever grateful to the management committee for working with me, through the many changes and improvements to the business. It is thanks to the dedicated staff team, the board at the HOME Team and the Association's management committee that we continue to improve and achieve our mission to 'Move Govan Forward'.*

"Govan Housing Association is at the heart of the Govan community and we have achieved many amazing things including providing numerous employment and training opportunities for the people of Govan. Most recently, we have ensured that the services we provide are assisting our tenants with the cost of living crisis and I was never as proud of our staff as when they volunteered on Christmas Day during lockdown to deliver food and gifts to our tenants who were living alone. I will retire feeling very proud of all our achievements."



Gary Maguire MBE, chair of Govan Housing Association, added: *"It has been an immense pleasure to work with Fiona – her commitment to Govan has been second to none. She has overseen significant growth and improvements and leaves the Association in an excellent position.*

Fiona has played a key role in our success and has led the staff team with dedication, enthusiasm and commitment. We are obviously very sorry to see Fiona go, but we all wish her a very happy and long retirement."



Scottish Housing Regulator

National Panel of Tenants and Service Users

Share your views...

**Want to help improve social landlord services in Scotland?
The latest National Panel survey is now available!**

What's involved?

The Panel is one of the ways that the Scottish Housing Regulator hears from tenants and people who use council or housing association services. Feedback helps the Regulator focus on the important things.

We have more than 400 people already having their say. Members receive surveys, information and take part in other feedback exercises. Participation is always optional.

Who can join?

The Panel is open to anyone who uses council or housing association services. Members include social tenants, people who have been homeless, homeowners who receive factoring or common repairs from a social landlord, and people on social rented Gypsy/Traveller sites.

**Take the survey
and join...**

**By phone
0800 433 7212**

**Online
bit.ly/shr-panel**

On your smartphone:



**Take part for a
chance to win £50!**



Water Row *Update*

Our new build development, Water Row Phase 1, has now been on site for over 9 months and all is largely going to programme. We are a couple of weeks behind schedule due to the inclement weather particularly in December 2022.

However, our contractor, CCG, are working hard to make up this time.

The project is taking shape with timber kits erected at four of the five blocks.

As a reminder to readers, the development will produce 92 mid-market rental flats (all two-bedroom) and six ground floor commercial units. We hope tenants can start moving in from October 2023 with all flats occupied by Christmas 2023.

If you are interested in renting a mid-market rental flat, please get in touch.

Govan HA continues to work in partnership with CCG to ensure a programme of community benefits are realised as a

result of the building activity in the area. CCG have recently commenced their annual apprenticeship recruitment and there has been a positive response from people living in the G51 postcode area. The Association wishes all residents who have applied for the apprenticeship programme the very best of luck in a successful outcome.



Some key contacts for you:

Site issues:

John Connolly, Site Manager at CCG
07766 546 164 • johnconnolly@c-c-g.co.uk

Application to mid market rent waiting list:

Pamela Mclevy • Pamela.Mclevy@govanha.org.uk

Any other matters:

Laura Edwards, Development Consultant at Govan HA,
07817 208 747 • laura.edwards@govanha.org.uk

Get Involved Campaign 2023

We want to continue to hear from our tenants and residents in way in which they are most comfortable. To do our best to make this happen, we have a new structure this year to make sure everyone has a chance to get involved and to have their say.

- In January, we wrote to/emailed all tenants with our involvement opportunities for the year
- We have open evenings/tenants meetings throughout the year
- We contact our new tenants as the year goes on to make sure they are included
- We have a monthly community engagement newsletter
- We have a quarterly Owners' Forum
- We have a monthly community walkabout and litter pick
- We have a weekly close visit programme from March to October
- We have a weekly walk and talk group
- We have a Big Community Event for feedback and fun in October

This year we are also working with TIS (Tenant Information Service) for independent support and advice, to make sure your views and recommendations are heard and acted upon.



Gala Day 2022



Introducing the Tenants Information Service (TIS)

TIS are experts in housing, community development, and engagement practice. As a National Membership Organisation, with over 200 tenants, community, and housing organisation Members, we are committed to influencing change and strive for an active, inclusive, and just Scotland, with strong, equitable, and sustainable communities.

Our aim is simple, we want to change social rented housing in Scotland for the better.

Our expert team finds creative approaches to encourage communities and housing organisations to work together to get things done.

Over the coming months we will be working with Govan Housing Association, tenants and residents to develop a tenant led service improvement group. Known as "tenant scrutiny", this will provide an opportunity for tenants and residents to have an in-depth look at housing and related service, with the aim of finding out what works well and making recommendations for improvement.

TIS provides an exciting range of opportunities for housing staff, tenants, residents, and community organisations to learn more about good practice in tenant and customer engagement, housing legislation and Scottish Government housing targets, conferences, and events.

To find out more visit www.tis.org.uk



Tenant Scrutiny: a positive approach to finding out if services and policies "Achieve What It Says on the Tin!"
Sharon Donohoe,
Development Director, TIS

Our Priorities

Our priorities for 2023 continue to be:

- Tenant participation
- Children, families and young people
- Tenancy sustainment
- Environment
- Digital

We would like to have tenant and resident working groups to help lead and review how we are doing with each priority. If there is a particular area of interest to you, please get in touch. You can contribute to the working groups by coming to meeting, give us your feedback beforehand, by joining digitally via Teams, or we can "dial you in" to a meeting. Whatever works for you.

Please join our consultation register if you would be happy for us to contact you about this and other pieces of work. Email community@govanha.org.uk or phone 0141 406 6638.

Tenant and Resident Involvement Opportunities for 2023

At the start of this year, we contacted all our tenants with our Involvement Opportunities poster to make sure people knew how to get involved in our work, if they wanted to.

We then held our first open evening in January and were very grateful to those tenants who took the time to come along on a very wet evening. This was a chance to get together, for tenants to give any service feedback and to link in with some of our involvement opportunities. There were lively discussions and useful suggestions for working together.




#G51EVENTS

APRIL 2023

GOVONABOUTGOVAN @THRIVINGGOVAN

SAT 1ST 10AM - 3PM	EASTER FAYRE PARK VILLA COMMUNITY HUB, 337 LANGLANDS RD, G51 4AW Craft Stalls, home baking, face painting, bouncy castle and more.
TUES 4TH 10AM - 12PM	SOAP MAKING SESSION GILDED LILY, 1008 GOVAN ROAD, G51 3DU Session for women. To sign up contact Kam: 07763 894241 kamaljitkaur@gilded-lily.org.uk
FRI 7TH 10AM - 12PM	GILDED LILY WALK GILDED LILY, 1008 GOVAN ROAD, G51 3DU Walk and planting session for women. Contact Heather: heather.d@gilded-lily.org.uk
TUES 11TH 10AM - 12PM	GENTLE MOVEMENT & RELAXATION GILDED LILY, 1008 GOVAN ROAD, G51 3DU Session for women. To sign up contact Kam: 07763 894241 kamaljitkaur@gilded-lily.org.uk
THURS 13TH 1.00 - 2.30PM	BILIARD ROOM SESSION // TRISKELION THE PI, 840-860 GOVAN RD, G51 3UU Valerie Barr, Richard Schotfield & Cathal Killeen present original arrangements of classical favourites and new music. Free entry but reservation via eventbrite recommended (see OR.)
THURS 13TH 2 - 3PM	150 YEARS OF YARROW SHIPBUILDERS FAIRFIELD HERITAGE, 1048 GOVAN ROAD G51 4XS Iain Murray presents the history of Yarrow's, building warships in London and then Scotstoun from 1906 - present. Minimum donation of £3 for tickets via eventbrite. (See OR)
TUES 16TH 10AM - 12PM	UPCYCLED FABRIC JEWELLERY WORKSHOP GILDED LILY, 1008 GOVAN ROAD, G51 3DU Session for women. To sign up contact Kam: 07763 894241 kamaljitkaur@gilded-lily.org.uk
TUES 4TH 10AM - 12PM	FABULOUS FUN FAN MAKING GILDED LILY, 1008 GOVAN ROAD, G51 3DU Session for women. To sign up contact Kam: 07763 894241 kamaljitkaur@gilded-lily.org.uk
THURS 27TH 1 - 3PM	FAIRFIELD HERITAGE WALKING TOUR FAIRFIELD HERITAGE, 1048 GOVAN ROAD G51 4XS Walking tour from the Mary Barbour statue (outside Govan subway) to Fairfield Heritage shipbuilding museum. Minimum donation of £3 for tickets via eventbrite.

SCREEN 51 FILM FESTIVAL

WWW.SCREEN51.SQUARE.SITE

GOVAN & LINTHOUSE PARISH CHURCH, 796 GOVAN RD, GOVAN, G51 2YL
PAY AS YOU CAN FROM £0/ £2.50 - £10. BOOK VIA WEBSITE

SCREEN 51	STRANGE WORLD THURS 13TH 6PM	TOP GUN: MAVERICK FRI 14TH 7PM
WHERE THE CRAWDAWS SING FRI 14TH 7PM	MATILDA SAT 15TH 12PM	BELFAST SAT 15TH 7PM
THE BATMAN SAT 15TH 7PM	ELVIS SUN 16TH 7PM	DOWNTON ABBEY: A NEW ERA SUN 16TH 7PM

The next open evening/forum is on 21st March at 6pm at the office and then on 25th April, venue to be confirmed. Everyone is welcome but we would ask that you let us know if you would like to come along for our numbers.

All feedback from meetings is taken into account and all actions followed up and accounted for at the next meeting. Contributing to these meetings is a chance to make a real difference.

This year we are especially keen to increase our service improvement group membership (also called a scrutiny group) and build on our Consultation Register, for people who are happy for us to contact them for their feedback on all sorts of issues from our policies to our newsletter to events. Please get in touch if you would like to be part of this. You can join in as much or as little as you like.

You can also sign up for our monthly enewsletter (paper copy also available) and for the fab #G51 poster produced by our friends at Govan Thriving Places.

Our diverse community

We are proud to work in such a diverse community. After English, our most popular community languages are Farsi, Polish, Urdu, Kurdish Sorani, Ukrainian, Arabic, Spanish and Vietnamese.

Unfortunately, we don't see all our communities regularly represented at our tenants and residents groups and we would like to find out what we can do differently to improve this.

This year we are starting some work looking at equality, diversity and inclusion and we would love to hear about your experience.

Are there any barriers to getting involved or is there anything we could do differently to make sure you feel welcomed and listened to?

Please get in touch by emailing community@govanha.org.uk or phone 0141 406 6638.



Tenant and Resident Involvement Opportunities for 2023



We want to continue to hear from you and for you to be involved in our decision-making processes. Throughout the year, we will offer a range of opportunities, so anyone who wants to get involved or give feedback, can find a comfortable way to do this. These opportunities are also social gatherings to meet others in the community, work together and find out what is happening.

If you are interested in finding out more, please contact Susan Burn, Community Engagement Officer on 0141 406 6638, or text or phone 07521 054411 or email susan.burn@govanha.org.uk

Open Evening • Tuesday 31st January at 6pm • Housing Office
All welcome to come along to find out more about how to get involved or just ask questions or give feedback about any aspect of our work and to meet members of our Tenants Focus Group to find out why you should get involved. Refreshments provided, but please let us know if you will be attending for our numbers.

Scrutiny Panel/Service Improvement Group • February • Housing Office
We would like tenants to join our scrutiny group, which looks at organisational processes and procedures, what works well and what could be improved. Our Tenants Group have chosen Communication as the first priority for scrutiny. Support will be provided for anyone who would like to join. This is a chance to make a real difference to the way we work.

Ibrox Tenants Spring Meeting Tuesday 14th March at 6pm • Clyde Community Hall
All tenants in the Ibrox area welcome to attend this meeting, to find out what is happening in the area, hear about opportunities for involvement, ask questions, or give feedback on any area of our work.

Tenants' Forum, face-to-face and online • Starting April
New quarterly meetings for 2023 for all tenants to come together, hear more about the work of the Association, ask questions and give feedback. Choices for refreshments and chat at end of the meeting. We will pilot online meetings too. Dates and venue to be confirmed.

Community Walkabouts and litter picks • Last Friday of the month Starting Friday 27th January at 2.30pm
Members of our customer services team will be out and about in Govan for anyone who wants to come along to say hello, or raise any issues. We will also use this time to litter pick and would welcome any volunteers who would like to help with this.



Tenants and Residents Community Engagement Spring Calendar

Please contact community@govanha.org.uk or phone 0141 406 6638 to register for any of these events.

Month	Event	Date and Time	Venue
March	Community Focus Group	Wednesday 29th Mar, 1pm	Park Villa
	Community Walkabout and litter pick	Friday 31st Mar, 2.30pm	Meet at Housing office
	Weekly Walk	Tuesdays at 12.30pm	Meet at Water Row
April	Community Fund Panel	Thursday 6th Apr, 10am	Housing Office
	Tenants' Forum /Open Evening	Tuesday 25th Apr, 6pm	To be confirmed
	Community Walkabout and litter pick	Friday 28th Apr, 2.30pm	Meet at Housing office
May	Weekly Walk	Tuesdays at 12.30pm	Meet at Water Row
	Community Walkabout and litter pick	Friday 26th May, 2.30pm	Meet at Housing office
June	Weekly Walk	Tuesdays at 12.30pm	Meet at Water Row
	Community Fund Panel	Thursday 8th June, 10am	Housing Office
	Owners' Forum	Wednesday 14th June at 6pm	Riverside Hall
	Community Walkabout and litter pick	Friday 30th June, 2.30pm	Meet at Housing office

Ibrox Tenants Spring Meeting

We were delighted to hold our first Ibrox-area tenants meeting at Clyde Community Hall in Ibrox on 14th March, supported by the Chair of Ibrox and Cessnock Community Council, Avril Williamson.

We know it can seem like everything always happens in central Govan so we want to make sure this is not the case.

All our Ibrox tenants were invited to come along to say hello, find out more about what's on in the area, and encourage them to get involved in our work.

We would like to hold these meetings regularly if useful for tenants. To find out more please get in touch.



Come and say hello!

Ibrox Tenants' Spring Meeting

Govan Housing tenants in the Ibrox area are invited to attend an informal meeting, to find out more about what's on in the area, how to get involved in Govan Housing community opportunities or to ask questions or give feedback on any area of our work. Or just come for a chat. We would love to meet you and refreshments will be provided.

GOVAN HOUSING ASSOCIATION

Date and venue:
Tuesday 14th March from 6pm – 7pm
 Clyde Community Hall 41 Whitefield Road G51 2YB

For our numbers, please let us know if you are able to come by emailing community@govanha.org.uk or by phoning 0141 410 6638 or texting 07521 054411.

We hope to see you then!

Registered in Scotland No. 1668 (2011) Registered with Scottish Housing Regulator No. 67
 A Registered Scottish Charity No. SC039063. Inverclyde Inshore Regeneration Number PR000200

Why get involved?

"The people of our area have been praised by many who meet us for the first time, as friendly and welcoming with a ready hand to help and a heart as big as a cathedral. Let's try to live up to this."

Govan and working together

As we face some really difficult times where families are facing money and social problems in our area, the people of Govan have a chance to re-ignite the spirit of community so famous in this part of Glasgow.

Not for the first time have circumstances been so pressing that the only real power we have is to band together and make changes in the interests of local people, residents and businesses alike, along with those who work with us in housing and social matters.

We have a diverse and, at times, a fractious community, but we have always managed to see the advantage of joining together to effect change. Most notable of these are of course the example of Mary Barbour and in the times of industrial strife the trade unions in the yards.

As society and its outlook on life changes, some things remain constant. Only by helping each other can change come and by giving a bit of ourselves can we improve the way we live in a rapid and beneficial manner.

We live in times of real poverty in the area and while there are professionals there to help, hopefully, a look in on a neighbour will help more than money on many occasions. A simple "hello" and "how are you" will go a long way, as will a desire to keep our streets and back courts clean. Many of our complaints are about things we do ourselves. No one is perfect but we can try to be better in many small things. We live here and it falls on us to make our place better.

While some resources are from our local housing, some fall on the council, while some are charged to the local housing and the housing has to pay. For example fly tipping, a big cost in our area.

The street is not a bin. If we play our part, money being used to clean litter or waste from the street can be diverted to other uses. We can pressure, gently but relentlessly, for the things we believe to be a priority. Things such as the double-glazing programme to be completed. More money in the maintenance of the property we live in. Upgrades on door buzzers and fobs, not keys, for entry. Better property repairs etc. etc. the list goes on and on.

There are many things we can improve and by doing our part convince others to do theirs. We as a community have demonstrated time and again that, we can band together, we can make positive change in our area but most of all we have shown a togetherness which helps us to feel good about where we live. I hope we will again. By living and acting in all our interests, we will improve Govan for all of us.

Brian Govan Housing Association tenant

Community Fund 2023

Our Community Fund is open 3 times a year for community-led projects which meet our community engagement priorities. Awards of up to £500 to improve the area are available.



Our panel is made up of tenants, residents

and staff, but we are always looking for more people, so please get in touch if you would like to be on the panel.

Closing dates for applications are 31st March, 31st May and 30th September. Contact community@govanha.org.uk for an application form.

Last year we funded 11 projects including contributions to Govan Men's Shed, African Food Bank, Southside Judo and Wanlock Street Garden. We would love to hear from our tenants and residents for more ideas.



New Community Focus Group – Govan, Linthouse and Elder Park Housing Associations and Glasgow City Council Neighbourhood Regeneration

When we held the Great Big Govan Gala last year, we asked residents what they wanted to get involved with and a community focus group came out top.

We held our first pilot community focus group with our friends from Linthouse and Elder Park Housing Associations and Glasgow City Council at Park Villa Hub at the end of January and then our follow up meeting in March.

The reasoning behind these meetings is to work smarter as a community covering Greater Govan and Linthouse to make the area a better place to live. It also clarifies the responsibilities of the Housing Associations and those of Glasgow City Council.

These community meetings will continue every 2 months so please get in touch if you would like to get involved or have some feedback for the meetings.

Issues covered included bins, dog fouling, plans for community gardens and parking.

The ongoing advice from Glasgow City Council is for residents to download the MyGlasgow app to report any environmental issues as this allows a full picture of area needs to be built up and for resources to be targeted.



Service Improvement Group Update

Apart from making good business sense, we are also legally required to have a “Scrutiny Panel” or Service Improvement Group.

Our tenants’ focus group has worked hard over the last year to advise us and have now agreed to move forward as our Service Improvement Group. Thanks to those tenants for giving up their free time for all those planning meetings.

One exercise the group carried out was to identify what we do well as a Housing Association and what we could do better and from this they have prioritised areas to concentrate on for improvement for 2023, as:

- Communication
- Housing Allocations
- Garden Maintenance

Service improvement is an important area of work and the group will be supported independently by TIS (Tenants Information Service), with support from our Assurance and Compliance Manager, Customer Services Manager and Community Engagement Officer.

If being involved in this type of work interests you please get in touch. Support and training are provided and it’s a chance to make a real difference to the way we work.

But if this is not for you, there are still lots of other ways to give your feedback, or just give us a phone or email community@govanha.org.uk

What is going well?	What could we do better?
Communication has improved	Communication
Positive responses when calling office	Culture – all in it together not “them and us”
Don’t feel like a “bother” as much as before	Remember tenants and residents are reason GoHA is here
Don’t get fobbed off or told to phone back	Be open about mistakes
Bulk uplift every Thursday	Bin area maintenance
Cutting grass in the gardens	Street cleaning
Maintenance	Car parking area with rubbish bags left next to trees
Come back to you following complaints	Some companies feel as if it is okay to use Govan as a “dumping ground”
Tenants are being listened to	
Staff working hard and some go the extra mile	
Good sense of community	

CARBON MONOXIDE (CO) POISONING



**CAN'T BE
SEEN**

**CAN'T BE
SMELLED**

**CAN'T BE
HEARD**

**CAN BE
STOPPED**

Gas Safety

The Association has a legal responsibility to ensure that all properties it owns that contain gas pipe work or a gas appliance are serviced on an annual basis.

This Annual Gas Safety Check is required by law and is for your own and your neighbours' safety. Most tenants are very helpful and allow us access when requested, to carry out this essential check. Unfortunately, there are a few who do not comply.

Due to the potential seriousness of the situation and the fact that there is a Health & Safety risk to property and more importantly to people, we are taking a much firmer approach to gaining access. Where we have taken reasonable steps to gain access and have not been able to do so we will take steps to force entry to properties. **If we require to force entry to your property, you will be liable for all costs associated with this.**

If you have a gas supply but no gas meter in your property, access is still required. If an appointment is not kept by the contractor, please let us know as soon as possible. If this is due to debt on your meter that you cannot clear, please contact our Money Advice Service on 0141 440 0308.

We ask everyone to ensure that when you receive notification that your Gas Safety Check is due, that you contact us to arrange access at your earliest convenience. It doesn't take long and it could save lives.

If you do not have a working Carbon Monoxide Detector in place, please contact the Property Services Team on **0141 440 0308** and we can arrange the fitting of this free of charge to you. Please also contact us if you do not have a working mains smoke alarm and we can arrange this to be fitted free of charge to you.

Our gas contractor is James Frew and can be contacted on **01294 468 113**.

Emergency Call Outs!

If you have an emergency (not Gas Central Heating) while our offices are closed, please call **City Building** on **0800 595 595**.

For any **Gas Central Heating Emergencies** or Repairs please contact **James Frew Ltd** on **01294 468113**.

For any **Lift Emergencies** please call **RJ Lifts** on **0800 999 1177**

Repairs during Lockdown

As you are aware, during lockdown we were only allowed to carry out emergency repairs in your home which created a backlog of non-emergency repairs, both in homes and in communal area.

Our teams have worked through this backlog since restrictions were eased in 2021. If you have a repair either in your home or within a common area that was report during lockdown and we have not been in contact with you, please contact our Property Services Department on 0141 440 0308 (Option 1) or via our website,

<https://www.govanha.org.uk/home-team/services/report-a-repair>

Access for Repairs

We would all like to have the reassurance that someone will attend to carry out repairs when something goes wrong in your home..

Many of us get frustrated that someone cannot attend until the next day or a few days, dependant on the repair. Despite this, every week money and time is wasted on sending gas engineers, plumbers, joiners, plasterers, maintenance officers to appointments which have no access to the property, this is a wasted appointment which could be avoided by contacting the Association either in person, on the phone or by email to rearrange. This would mean more repairs could be carried out sooner.

Help the Association and Home Team cut down on the cost and burden of missed appointments, by arranging suitable appointments for you, such as asking us to avoid school times, mornings between 8am and 12.30pm or afternoon access between 1.30pm and 4.30pm.

Phone: **0141 440 0308** • Email: maintenance@govanha.org.uk



What is condensation?

Condensation is moisture that is created by everyday living: cooking, showering and even breathing.

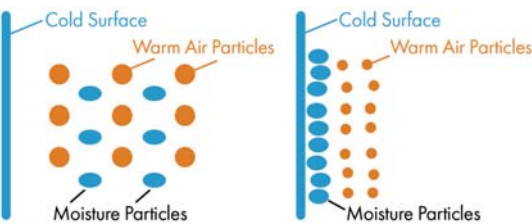
It is present in the air all the time but



only becomes visible when it comes into contact with a cold surface and you see the water droplets as in the photo above.

This is known as the dew point, warm air carries more moisture than cold air because when the air is heated the molecules move further apart, when these particles come into contact with a cold surface they contract again and then can't carry the same amount of moisture and it gathers on the surface in the form of water.

Once the water is deposited on the surface it provides an environment where mould spores and other things like Dust Mites which are also always present in the environment thrive on, this is the black mould you see in corners and around windows.



What can you do to prevent this?

Heat and ventilate: Try to use your heating when you are at home and open a window for about 15-20 minutes every 3-4 hours, this will replace the warm moist air with fresh cold air which as its heated will gather moisture particles and carry them away.

Keep doors closed: This will prevent warm moist air travelling through the house and finding the colder surfaces.

Keep lids on pots while cooking: This will also help reduce the amount of water dispersed into the atmosphere.

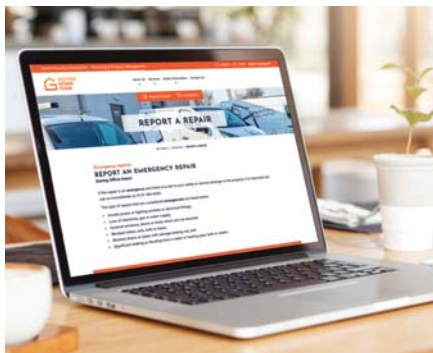
Open bathroom windows and use the fan: If you have a bathroom window, keep it open while showering and bathing and keep the fan vent clean to ensure it runs efficiently.

Drying clothes: Try not to dry clothes on radiators as this is a major cause of condensation, if you are using clothes horses try to keep them in a room with the door closed and the window open.

Leave space between the back of furniture and the wall: This will allow air to circulate.

Keeping condensation to a minimum reduces your risk of dampness and mould growth. It is important to understand that we cannot reduce condensation without your help. If you have any questions or concerns around mould, dampness or condensation, please do not hesitate to contact our Property Services Department on **0141 440 0308 (Option 1)**.

If you are concerned that there may be a dampness issue within your home, please contact the Association on 0141 440 0308 to book a Property Services Officer inspection.



Report a Repair Online

Please remember that in addition to reporting a repair via the telephone or in person, you can report a non-emergency repair online at:

<https://www.govanha.org.uk/home-team/services/report-a-repair/>

Electrical Installation Condition Report (EICR)

You may have been contact recently by one of our electrical contractors with regards to Electrical Installation Condition Report (or EICR) in your home.

An EICR is an inspection and testing of electrical installations within your home to ensure that it's in a satisfactory condition and safe for continued use. We are required to carry this out every 5 years, to make sure that it is safe and up to the current standards. This test forms part of the Scottish Housing Quality Standard (SHQS), so it's really important that we can get access to your home to carry this out.

Govan Home Team or one of our electrical sub-contractors (Wright Kerr, BR Electrical or City Gate) may contact you for access by letter or telephone. It is essential that you give access for the inspection and you do not ignore. Failure to grant access is a breach of your tenancy agreement and we can exercise the right to force access.

If your appointment is not suitable please contact the number on the letter to make alternative arrangements. During the EICR we require clear access to your electrical cupboard and a percentage of the electrical sockets. The EICR should take approximately 2 hours to complete.

If we find any minor faults, our electrician will repair these at the time of the EICR. If we find more complex repairs such as replacing your consumer unit, we will arrange this as follow-on work at a date and time to suit you.

We appreciate your cooperation in allowing us to carry out this safety check and if you have any queries or concerns, please do not hesitate to get in touch with our Property Services Department on **0141 440 0308 (Option 1)**.





Medical Adaptations

Is mobility or long term illness becoming an issue?

We may be able to help with adjustments to your home.

Govan Housing Association are allocated annual funding from Glasgow City Council to carry out medical adaptations in our tenants' homes. The adaptations allow our tenants to remain in their homes and local community by ensuring properties are adapted to support changing medical needs.

What is a Medical Adaptation?

Medical adaptations can include works such as replacing a bath with a level access shower or making adjustments to tenant's homes and communal areas to aid mobility, for example grab rails, hand rails, Automatic door openers and wheel chair access ramps. Adaptations can also be fitted to help those with sight or hearing impairments.

How to Apply

If you feel you may benefit from such an adaptation, the first step is to contact your GP who can ask for an Occupational Therapist to assess your needs. The Occupational Therapist can recommend adaptations and ask the Association to carry out the work.

If you require a small medical adaptation, such as a handrail or additions to your door entry or smoke alarms for a hearing impairment please contact our Property Services Department.

Restrictions on Medical Adaptations

Although Govan Housing Association is committed to helping people stay in their home and retain a good quality of life, we are restricted in the number of medical adaptations we can carry out each year by the level of grants we are awarded from Glasgow City Council for this purpose. Regrettably, we cannot guarantee that the work requested will be carried out in any given year.

You should also be aware that it is sometimes extremely difficult, or indeed, impossible, to adapt a house to meet all the needs of an individual. In these cases it may be necessary for you to consider other options and other ways to meet your housing needs such as a transfer. Please contact us if you have any concerns

More information

If you would like to talk to someone about applying for a medical adaptation, please contact our Property Services Department on **0141 440 0308 (Option 1)**.

Smoke Alarm Safety

Testing your smoke alarm

Smoke alarms are an easy and affordable way to protect yourself and your family from fire but it's important to test the alarms regularly to make sure they're working properly.

All you need to do is locate the button labelled 'test' on your detector. Push it in and hold. If the smoke detector is working, the alarm will sound, along with any other smoke detectors in your property that are linked to it.

Smoke Alarm Maintenance

Do

Clean dust away from the smoke detector, with a vacuum cleaner or clean cloth, each time you test it. They get clogged up with dust and dirt over time.

Don't

Use cleaning sprays on or around your smoke detector. They could stop it working properly.

If you have an issues with your smoke alarms please contact our Property Service Department on **0141 440 0308 (Option 1)** or via our website, <https://www.govanha.org.uk/home-team/services/report-a-repair>

Specialised Smoke Alarms

Audio interlinked smoke alarms are installed in all our properties however there are specialised alarms available for customers with disabilities or other medical needs, like mains-powered smoke alarms with back-up batteries, and even vibrating pads and flashing lights that warn people who cannot hear well.

If you feel that an audio smoke alarm does not fit your needs, please contact us to discuss alternative smoke alarms.

Property Factoring Service

Allan Maclean and his team of Peter Needham and Cara McFadden are your dedicated Property Factoring team, assisting homeowners in maintaining the common parts of your development.



Allan Maclean



Peter Needham



Cara McFadden

Govan Housing Association are committed to supporting our customers and their properties and we're always happy to work with homeowners who wish to see the future of their property planned for.

If you would like to discuss any issues concerning the common areas of your development, Allan, Cara or Peter would be happy to further discuss over the phone or at an arranged site meeting. Alternatively, if there is an appetite amongst the collective homeowners, we would also be happy to arrange an evening meeting with homeowners to review matters further.

Your feedback is welcome at any time and we look forward to working with you to ensure the maintenance of your property is carried out to your satisfaction. The Property Factoring team can be contacted by any of the following methods:

Telephone:

You can call our office on **0141 440 0308** and pressing option 3 for Factoring.

Email:

You can email the factoring inbox which is **factoring@govanha.org.uk**

Online:

Alternatively, you can contact us via our website **https://www.govanha.org.uk/factoring-property-management/** by clicking on "Contact Us" at the top right of the page



What is a Property Manager/ Property Factor?

Property Factors, also known as property managers, are employed by homeowners to manage the common parts (i.e. roof of the building, common stairwell, common garden ground) of your building/development.

What are Title Deeds?

Title Deeds are proof of ownership of a building and contain the various rules that apply to the building.

Am I paying the correct share of common repair costs?

Every owner needs to pay their share of common repairs. The share is usually set out in your Title Deeds. If you have problems with your Title Deeds, then you need to refer to the Tenements Act.

What is a Float?

Almost every factor will ask owners to pay a float. Most self-factors and Owners Associations will also do this. Your Title Deeds may also require you to maintain a float.

It means that there is working finance available to carry out minor repairs

quickly without having to get every owner to agree. The float covers the gap between contractors being paid and owners paying their quarterly factoring bills. If factors were required to carry these financing costs, along with the debts of non-paying owners, they would need to raise additional income from elsewhere.

What is a Common Repair?

Common repairs are those to parts of the building for which all owners as a group are responsible for maintaining.

How do I tackle anti-social behaviour?

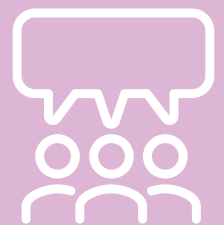
Regrettably, there is not a great deal of assistance your Factor can provide with regards to anti-social behaviour. The approach you take to dealing with antisocial behaviour will depend on the type of problems you are experiencing and your own confidence in dealing with people. You may feel more confident with help from other neighbours. Where harassment, intimidation or criminal behaviour are involved, you should go directly to the Police.

Factored Owners Forum

Due to their success, the Owners Forums will continue throughout this year.

Anticipated dates for the forthcoming meetings are noted below. Please note however, these are not fixed and may change. We will update our website nearer the time for each meeting, confirming the date, time and venue.

Our next forum is on the 14th June, where you can speak to and hear from our factoring team. Please let us know if you are able to attend for our numbers. You can email **community@govanha.org.uk** or phone **0141 406 6638** or phone/text **07521 054411**.



- Wednesday 14th June 2023 (venue & time TBC)**
- Wednesday 13 September 2023 (venue & time TBC)**
- Wednesday 13 December 2023 (venue & time TBC)**

Paying your Factoring Account

Govan Housing Association's preferred method of payment is Direct Debit, however the following payment methods are available to you:

1 Online Banking

You can go on-line and log into your own bank account and make payment to the following account:

- Account Name: Govan HA Factoring
- Account Number: 00181498
- Sort code: 83-21-16

You must quote your account number as a reference in order that we can allocate your payment.

2 Cheque Payment by Post

If paying by cheque, please ensure that you write your account number on the back of your cheque to enable your payment to be allocated to your account. Cheques should be made payable to **Govan Housing Association Ltd** and posted to **Govan Housing Factoring Department, 35 McKechnie Street, Glasgow, G1 5PX**. Please do not send cash by post.

3 At the Office

You can pay your account by debit or credit card by visiting or calling the office and asking for the Factoring Department.

4 Bank Giro Slip

You can make payment at any branch of the Royal Bank of Scotland or the Post Office using a bank giro slip.

If you wish to use this method please call the factoring department on **0141 440 0308 and pressing option 3** to request a giro slip.

5 Standing Order

This method allows you to spread the cost of your account by monthly payments. If you wish to instruct this form of payment, please call the factoring department on **0141 440 0308 and pressing option 3**.

6 Using your allpay swipe card

You can make payment at the post office or any pay point outlet using your allpay swipe card. If you have lost your card please contact the Association to request a duplicate.

7 Direct Debit

This method allows you to spread the cost of your account by monthly payments. If you wish to instruct this form of payment, please call the factoring department on **0141 440 0308 and pressing option 3**.

8 Online

You can pay your account online using the allpay portal **www.allpayments.net**.

You will need your allpay card number to make your payment.

9 By Telephone

You can pay your account by telephone 24 hours a day, seven days a week using the allpay payment line by calling **0844 577 8321**. You will need your allpay card number to make your payment.

10 By Text

You can pay your account via text message, once you register online **www.allpayments.net/textpay**. You will need your allpay card number to register.

Factoring Service Invoices

Homeowners should now be in receipt of their **common charge (factoring) invoice for the period 29/03/22 - 28/09/22**.

You may have noticed some changes to the layout. This is due to Govan Housing Association having recently changed IT systems.

We are aware of some of the feedback from owners and plan to make the following changes to the next invoice:

- How to pay the invoice – bank details included on the reverse
- Ensure it is easier for owners to tell that they are in credit
- Changes to the descriptions to include more detail on some of the charges

- Clearer balance due now

- Information for owners on payment arrangements

We would welcome owners to provide feedback on your suggested changes to the invoice, if this is something you would like to assist with please let a member of the factoring team know.

If you have not received your invoice for this period, please contact the Factoring Service on **0141 440 0308** and select option 3.

Payment is due within 28 days from the date of the invoice. If you are in dispute with any element of the common charges invoice, it is imperative that you intimate specific details of the dispute to our office where we will endeavour to resolve.

Applying for a house with Govan Housing Association

Request an application

You can collect a form from our office, you can download a form from our website or request one be sent to you via post.



Complete and Return

When you return your application, you must have the correct evidence such as Photo id or Birth Certificates, Proof of address dated within the last 3 months and any other supporting evidence.

If you require assistance completing an application assistance, please contact us and we can provide assistance, this includes an interpretation service.

Invitation to the office or telephone call for Housing Application Interview

Upon receiving a fully completed application, we will carry out an application interview. The reason for this is to discuss your options such as street choice, floor choice and provide you information on the pointing process.

Processing Timescales

Application will be loaded within 7 days – if there are any delays in processing we will advise you of this. Once applications are loaded on to our system you will receive a points letter confirming your application is live and confirming your points.



MyGlasgow App

We have recently had an increase residents call us to report fly tipping, litter on the streets, pavement damage and a number of other issues.

Where the issue exists within a public space – such as the street outside your property or a main road – you should report this to Glasgow City Council.

The easiest way to do this is using the 'MyGlasgow' app which is available on Apple and Android smartphones.



You can download the app from your app store.

You can use the MyGlasgow app for a whole range of services, from requesting a bulky waste collection to reporting fly tipping or graffiti. The "More Services" section also has handy links to useful information. Whether it's school holidays, paying your council tax or a quick link to our twitter announcements, all the things you need are only a tap away.

If you do not have a smart phone, we will be happy to assist you to report any issues in your area. We can also assist if you are unsure of how to download or use the app.

Anti Social Behaviour in Central Govan



We have received a number of reports regarding a significant increase in youth disorder in the Central Govan Area.

Govan Housing Association is working very closely with Police Scotland on this matter and have met with the Chief Inspector, local Councillors, Glasgow City Council & local Youth workers to discuss this matter.

We strongly encourage all residents to report any crime to the Police by calling **101, 999** if in immediate threat or danger or online at <https://www.scotland.police.uk/secureforms/contact/> for the attention of the Community Police Officer.

Police Scotland have indicated the impact under-reporting is having on effectively resolving matters of anti-social behaviour. If you can provide names, descriptions of clothing, or any identifying information at all this will be invaluable.

You can also report to crimestoppers anonymously on **0800 555 111** or on their online form – www.crimestoppers-uk.org.

This includes, but is not limited to, any form of abuse, drug misuse, gathering inside close, vandalism and any other anti-social behaviour.

You may also be aware there are CCTV cameras at either end of Shaw Street. If you would like them focussed on a particular area due to a concern for safety or fears that a crime may be committed you can call **0141 287 9999** to request this.

Telephone Service Options

We have recently changed our phone line options :

Please select the appropriate option from the list below when calling into our office:

Option 1: Repairs – this includes reporting a repair or queries on any outstanding repairs.

Option 2: Housing Team – this includes any housing matters such as rent ,estate management , anti-social behaviour or to discuss an application form for rehousing.

Option 3: Factoring – this is to discuss any factoring issues, invoices or factoring charges.

Option 4: Finance – this is to discuss invoices or payroll.

Option 5: Corporate Services – this is to discuss any recruitment enquiries.

Option 6: Reception – select if you wish to make appointments with our Money Advice team or Energy Advisor, to make debit card payments or for any other general enquiries.

Option 7: Making a payment – you must have your allpay card at hand to make a payment by phone.



Estate management and tenants' responsibilities

Common areas

- In many of the Association flats, we hire contractors to clean communal stairs. However, all tenants are jointly responsible for keeping the gardens and/or common areas and back courts clean and tidy.
- Anyone who witnesses vandalism to our Association's properties you must report this to us and the police. We will repair any damage to common areas as quickly as possible.
- Communal arrears cannot be used to store any items such as bikes, prams, furniture or rubbish.
- You must make sure that all landings are kept clear of any obstructions as this would be a fire hazard.
- If you have any pets, you are responsible for cleaning up any faeces from communal areas.

Security

If you live in a property with a buzzer entry system you must make sure all outside doors are kept locked to stop unauthorised visitors coming into the building.

Bins

You must put all waste in the bins provided and keep the bin area clean and tidy.

All bin issues can be reported to Glasgow City Council via MyGlasgow app which you can download from the App store and Google Play or via the Glasgow City Council website on glasgow.gov.uk.

Types of problems that can be reported:

- A damaged bin
- A bin that has not been emptied/overflowing
- A bin that has been vandalised
- Fly tipping

Fire Safety Advice for Communal Areas

If you live in a block of flats, it is essential that you ensure the communal areas are clear of any personal belongings. This includes bikes, prams, furniture and any other items that can block an exit. This is incredibly important to ensure clear exit pathways in the event of a fire. As you may be aware, there have been close fires in the past and on many occasions these have occurred after items left in the close have been set on fire.

Govan Housing Association carries out regular close inspections and will identify any items left in the close. We will initially write out to residents to advise that they must remove all items from the communal area. We will also give a date for these to be removed and also advise that if the goods are not removed then we will arrange for them to be removed, at a cost to all residents. If we do identify who the items belong to then the individual tenant will be recharged for the removal if they do not remove them themselves.

If there are items in the close and they don't belong to you then please contact us on **0141 440 0308** to report these.

It is for everyone's safety that the communal areas are kept clear.

Be prepared for the unexpected – get insured

What would you do if your home was flooded and your household possessions were damaged? Would you be able to have them repaired or replaced?

It is important that tenants have adequate contents insurance in place for such an eventuality. Your household contents are your responsibility and not the responsibility of the Housing Association.

Contents insurance is designed to help protect possessions. No matter how careful you might be, there's always a risk that belongings could be broken, damaged or stolen, so home contents insurance can help provide peace of mind should the worst happen. Additionally, home contents insurance can be claimed in the event your possessions are damaged in a fire or flood. Some insurers will assist with recharge repair costs such as changing locks when keys are lost.

There are lots of Insurance companies you can choose from... you have probably seen adverts on the television, in newspapers or online – there are insurance companies who provide contents insurance specifically for social housing tenants with affordable rates.



If you would like further information on Home Contents insurance, please contact our Customer Services Team.

Rent Consultation 2023-2024

As you will be aware, the Association are required to consult with our customers on various matters. One of these being if there are proposals for changes in rent and service charges where they affect all or a class of tenants.

In November 2022, we opened our annual rent consultation. The proposal was to increase rents by 5%. We also used this opportunity to ask our customers other questions in relation to the services we provide such as bulk uplift, our Money Advice service and also customers' preferred contact method.

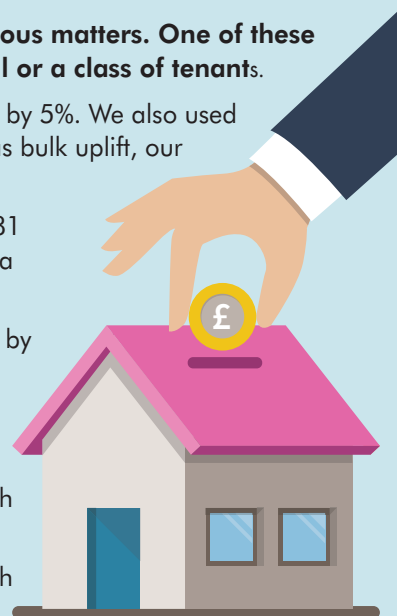
The consultation was carried out in paper and digital format. For paper consultation there were 81 responses, which is 5% of all customers and for the digital consultation there were 280 returns – a response rate of 29%.

There was an almost unanimous support for rents to increase by 5% and this was fully supported by our Management Committee.

Customers were notified of the rent increase by letter in March 2023 and that this rent increase takes effect from the 28th April 2023.

64 of customers who responded agreed that the Govan Housing Association should continue with the bulk uplift service.

67 of customers who responded agreed that the Govan Housing Association should continue with the Money Advice service.



Ways to pay your Rent

There are a wide variety of ways for you to pay your rent in a way that is convenient to you – please see below:

Post Office:

Post Office/Pay point/ Payzone/ E-Pay Outlet – using your Allpay card. Your nearest outlet can be found on <http://allpay.net/outlet>



Telephone:

24/7 Telephone – Allpay on **0844 557 8315**. It has secure and authorised payment processing and you can make payments by telephone 24 hours a day, 7 days a week. You must have your Allpay card number.



Internet:

Online at **www.allpayments.net** using your debit or credit card, you must have your Allpay card number. You can also download the Allpay app and make payments by your android or apple phone – this can be downloaded from your mobile app store.



In Person:

You can make cash and debit card payments at our office from 8.30am-5pm every day, except a Wednesday afternoon – we are open until 12.30pm due to staff training and we close at 4:30pm on a Friday.



Direct Debit:

Easy to set up – you don't even need to fill out a form!

Your payments can be weekly, fortnightly, four-weekly or monthly.

If your rent changes, we will write to you and let you know that we are adjusting the Direct Debit for you – you don't need to do anything.

Direct Debit is safe and secure – your payments are protected by the Direct Debit Guarantee.

You can cancel your direct debit at any time. You can call us on **0141 440 0308** with your bank details to hand and we will set this up.



Your Support Your Way

Your Support Your Way Glasgow has been developed by Glasgow City Health and Social Care Partnership (HSCP) with partners.

It provides you with information, advice and guidance about local services, groups and sources of help that aim to support you to maintain or improve your lifestyle, independence and health and wellbeing in the community or in a community-setting.

This includes health and social care support provided by the statutory, independent and third sectors, as well as support networks, groups and clubs within local communities. There is also information on a range of topics including health and wellbeing and money advice among others.

You can find useful information on this website about support for homelessness, alcohol and drug recover, adult support and protection, parents and families, older people, carers and more.

If you require assistance with a referral to any Health and Social Care service, please contact your Customer Service Officer.



www.yoursupportglasgow.org

GOVAN HOME TEAM



Bulk Uplift and Estate Maintenance Schedule

Residents should note the below arrangements in relation to bulk uplifts being carried out by Govan Home Team - this will be bulk items only such as furniture, flooring, etc.

As well as the collection points shown below, larger items will still be collected from back courts. Domestic waste such as litter or bin bags not placed inside the bins will NOT be lifted. Bulk should only be placed at the collection points the day before collection days, so as not to cause obstruction.

If waste is not disposed of appropriately (i.e bags left in close or left outside of bins) we will not remove them unless a health and safety issue or fire risk is identified. Should we require to carry out any type of clean up in a common area, the entire close will be recharged if we cannot identify who is responsible.

GOVAN HOME TEAM BULK UPLIFT AND ESTATE MAINTENANCE SCHEDULE

Monday AM	Monday PM	Tuesday AM	Tuesday PM	Wednesday AM	Wednesday PM	Thursday AM	Thursday PM	Friday AM	Friday PM
Ibrox/ Govan C	Ibrox	Ibrox	Govan C	Govan C	Central Govan	Central Govan	Central Govan	Central Govan	Central Govan
Bulk	Estates	Estates	Estates	Estates	Estates	Bulk	Estates	Estates	Estates

Street Breakdown Central Govan

- Elder Street
- Golspie Street
- Govan Road
- Howat Street
- Langlands Road
- Luath Street
- McKechnie Street
- Rathlin Street
- Rosneath Street
- Shaw Street
- Taransay Street
- Wanlock Street
- Wardrop Street

Bulk Uplift Points Central Govan

Description of Work

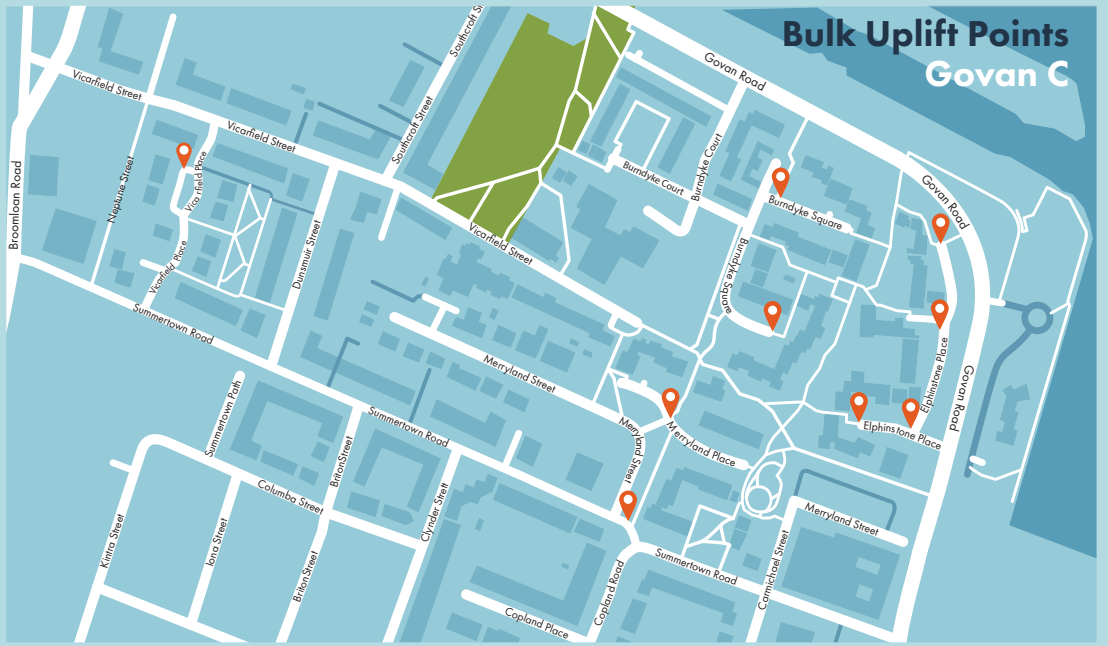
Bulk
Pull out all bulk items from back courts and bulk collection points then dispose of at GCC dump.

Estates
Clean and clear back court.
Sweep back court (including leaves).

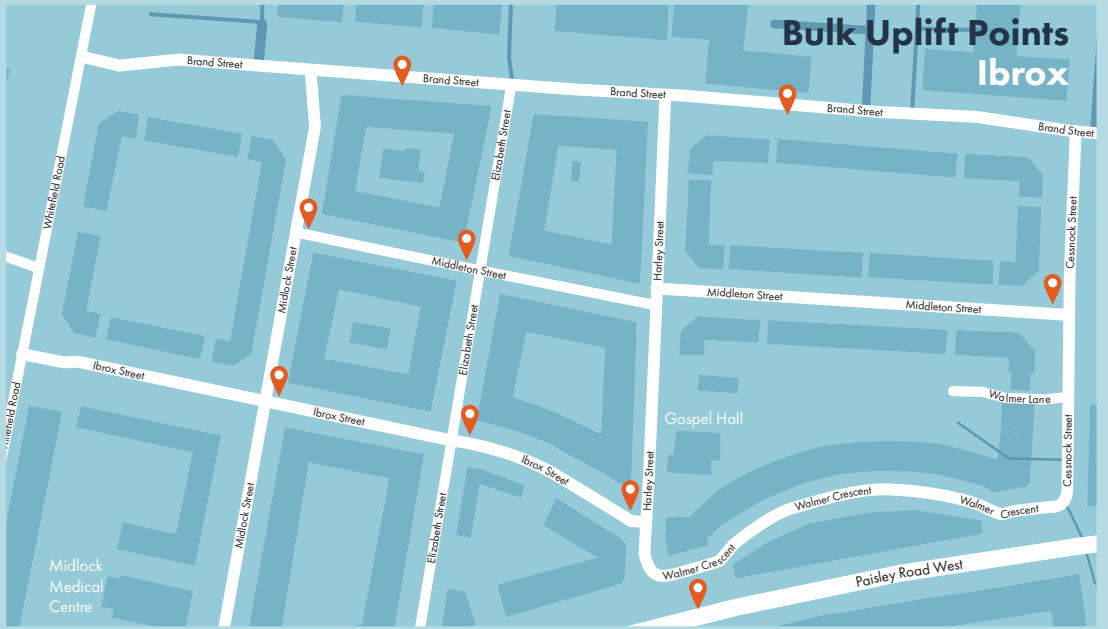


Street Breakdown Ibrox and Govan C

- Brand Street (189, 191, 193)
- Broomloan Crescent
- Burndyke Court
- Burndyke Square
- Cessnock Street (1, 3, 5)
- Copland Road (202)
- Dunsmuir Street
- Elizabeth Street (20, 25, 26, 27, 28, 29, 31, 33, 35, 37)
- Elphinstone Place
- Harley Street (11)
- Ibrox Street (5, 7, 24, 40, 50, 62)
- Merryland Place
- Merryland Street
- Middleton Street (96, 97, 98, 99, 100, 101, 102, 103, 104)
- Midlock Street (18, 26, 28, 30, 32, 34)
- Paisley Road West (407)
- Southcroft Street
- Summertown Road
- Vicarfield Street
- Vicarfield Place
- Walmer Crescent (1, 2, 3, 4-6, 11, 14, 16-18)



Bulk Uplift Points Govan C



Bulk Uplift Points Ibrox



Landscaping Programme

Residents should note the schedule for landscaping maintenance work which will be carried out in communal green space and backcourts by Govan HOME Team.

This shows when and where the Team will be working, so residents are aware of when their local area is due to be attended to. No main door front gardens grass will be cut, as this is the tenant's own responsibility. All work is weather dependent and adjustments may need to be made in adverse weather conditions.

Description of work:

Season	Task	Months Covered	Frequency Ibrox	Frequency Govan C	Frequency Central Govan	Frequency Total
All Year	Strimming	All Year	8	8	9	25
	Hedge/Shrub trimming	All Year	8	8	9	25
	Edging Paths	All Year	8	8	9	25
Summer	Grass cutting	March - October	6	5	6	17
	Weed Spraying	March - October	5	5	5	15
	Planting Hanging Baskets	April - October	Acquire them in April. Plant them in May. Hang them the last week in May and water where required until October.			
Winter	Clearing Leaves	October - January	2	2	2	6
	Paths/backcourts - powerwash moss	October - March	3	3	4	10
	Tree Pruning	October - March	3	3	4	10
	Grit salt - when required	November - February	Where necessary.			



Street Breakdown

Central Govan	Closes per Street
Golspie Street	7
Govan Road (including shops with shared backcourts)	38
Howat Street	14
McKechnie Street	3
Rathlin Street	11
Rosneath Street (including 2 shops with shared backcourts)	8
Wanlock Street	All main doors, communal areas only
Wardrop Street	

Ibrox and Govan C	Closes per Street
Broomloan Crescent	1
Burndyke Court	4
Burndyke Square	12
Dunsmuir Street	2
Elizabeth Street (20, 25, 26, 27, 28, 29, 31, 33, 35, 37)	10
Elphinstone Place	10
Merryland Place	4
Merryland Street	3
Southcroft Street	16
Summertown Road	13
Vicarfield Street	17
Vicarfield Place	1

Ibrox	Closes per Street
Cessnock Street (1, 3, 5)	3
Copland Road (202)	14
Harley Street (11)	1
Midlock Street (18, 26, 28, 30, 32, 34)	6
Paisley Road West (407)	1
Walmer Crescent (1, 2, 3, 4-6, 11, 14, 16-18)	7

Schedule

As you can see in the table below, the HOME Team will operate in each area in 2 week blocks.

Week beginning	Monday	Tuesday	Wednesday	Thursday	Friday
31/10/22 & 07/11/22	Central Govan				
14/11/22 & 21/11/22	Govan C				
28/11/22 & 5/12/22	Ibrox				
12/12/22 & 19/12/22	Central Govan				
25/12/22	Christmas Closure				
02/01/23	Christmas Closure		Bulk Uplift	Bulk Uplift	
09/01/23 & 16/01/23	Govan C				
23/01/23 & 30/01/23	Ibrox				
06/02/23 & 13/02/23	Central Govan				
20/02/23 & 27/02/23	Govan C				
06/03/23 & 13/03/23	Ibrox				
20/03/23 & 27/03/23	Central Govan				
03/04/23 & 10/04/23	Govan C				
17/04/23 & 24/04/23	Ibrox				
01/05/23 & 08/05/23	Central Govan				
15/05/23 & 22/05/23	Govan C				
29/05/23 & 05/06/23	Ibrox				
12/06/23 & 19/06/23	Central Govan				
26/06/23 & 03/07/23	Govan C				
10/07/23 & 17/07/23	Ibrox				
24/07/23 & 31/07/23	Central Govan				
07/08/23 & 14/08/23	Govan C				
21/08/23 & 28/08/23	Ibrox				
04/09/23 & 11/09/23	Central Govan				
18/09/23 & 25/09/23	Govan C				
02/10/23 & 09/10/23	Ibrox				
16/10/23 & 23/10/23	Central Govan				

Are you affected by the Benefit Cap?

Anybody is who affected by ongoing deductions of benefit as a result of the benefit cap is now entitled to help through Discretionary Housing Payments from the local authority, after an announcement last week by the government of extra support being made available.

If you are currently affected by the benefit cap and wish to make an application for assistance or want more information on this, please contact the Money Advice Team at Govan Housing Association.



Cost of Living Payments 2023 – 2024

The government has announced when further Cost of Living Payments will be made between spring 2023 and spring 2024.

These payments are:

- **£301** for people on an eligible low income benefit, to be paid during Spring 2023
- **£150** for people on an eligible disability benefit, to be paid during Summer 2023
- **£300** for people on an eligible low income benefit, to be paid during Autumn 2023
- **£300** for pensioner households, to be paid during Winter 2023 to 2024
- **£299** for people on an eligible low income benefit, to be paid in Spring 2024

Benefit Rates 2023/24

From 1st April 2023 all benefits administered by the DWP and HMRC will rise by 10.1%.

For example, the Universal Credit standard allowances will increase as follows:

- From £265.31 to £292.11 for single persons aged under 25
- From £334.91 to £368.74 for single persons aged 25 and over
- From £416.45 to £458.51 for joint claimants both aged under 25
- From £525.72 to £578.82 for joint claimants both aged 25 and over

The basic and new State Pensions will also be updated.

The full rates for 2023/24 will be:

- £203.85 per week for the new State Pension (for those reaching State Pension age on or after 6 April 2016) – up from £185.15 in 2022/23.
- £156.20 per week for the basic State Pension (the core amount in the old State Pension system) – up from £141.85 in 2022/23.

The Pension Credit standard minimum guarantee (delivered by the Guarantee Credit) will also increase by 10.1% to £201.05 a week for single claimants and to £306.85 a week for couples.

Scottish Child Payment

Over 184,000 children in Scotland are now being supported by the Scottish Child Payment of £25 per week (an increase of 78,000 since the eligibility was extended in November 2022).

You can now claim Scottish Child Payment if you or your partner are the main person responsible for the care of a child aged under 16 and if you or your partner are getting one or more of the following benefits:

- Universal Credit
- Child Tax Credit
- Working Tax Credit
- Income-based Jobseeker's Allowance (JSA)

Social Security Scotland also accept claims if you alone are named on one of these benefits:

- Pension Credit
- Income Support
- Income-related Employment and Support Allowance (ESA)

If your partner is named on any of the above 3 benefits and you are not, your partner should apply.

Scottish Child Payment is now £100 every 4 weeks for children up to the age of 16





Benefits and Money Advice

Govan Housing Association's Money Advice Service remains on hand to assist our tenants with all money and benefit related enquiries.



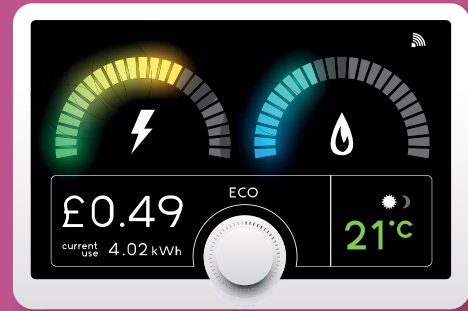
- I've lost my job, what can I do?
- My cooker has broken and I can't afford a new one?
- My hours have reduced at work & I'm struggling to pay my rent
- I have a health condition and am unable to look for work

Our services can assist you with...



- Benefit Checks
- Income Maximisation
- Assistance with claiming and managing all benefits such as Universal Credit, Housing Benefit and Personal Independence Payment
- Applications to the Scottish Welfare Fund and other charitable grants
- Appeals including first-tier tribunal representation
- Council Tax and Rent Arrears
- Debt advice including debt relief options such as bankruptcy
- Budgeting Advice

Please do not hesitate to get in touch with our Money Advice Service by telephoning 0141 440 0308 or by e-mailing them at moneyadvice@govanha.org.uk



The Government's Energy Bills Support Scheme is coming to an End

The government has been supporting households with a £400 discount on their electricity bills. This has taken the form of a monthly discount of £66 or £67 per month since October last year. March 2023 will be the final month that households receive this support.

Most households will have the discount applied to their bill or meter automatically. However, if you have a traditional prepayment meter you should have received your discount in the form of vouchers or an automatic credit. If you have not received all of your entitled vouchers or credit you must contact your supplier and ask them to be resent. Once vouchers have been issued by your supplier, they must be redeemed within 90 days and all vouchers must be redeemed by 30th June 2023.

Best Start Grant and Best Start Foods

Best Start Grant and Best Start Foods are payments that help towards the costs of being pregnant or looking after a child. They're part of the 5 family payments you may be able to get from Social Security Scotland, along with Scottish Child Payments.

Best Start Grant is made up of 3 one-off payments:

- Pregnancy and Baby Payment
- Early Learning Payment
- School Age Payment

Best Start Foods is a prepaid card that can be used in shops or online to buy healthy foods like milk or fruit.

The payments you can get now will depend on:

- how far along in your pregnancy you are
- how old your child is

Best Start Grant and Best Start Foods are 2 separate payments. You apply for both using the same form. This is to make sure you can get all the payments you can without having to fill in more than one form. You'll get separate letters to let you know whether you'll get each payment.

If you can get one payment now and another in the future, you'll need to fill in a new form each time you apply.

Apply online

<https://applications.socialsecurity.gov.scot/help-supporting-your-family-navigation-page>

Call Social Security Scotland free on **0800 182 2222** to make your application over the phone.

The opening times are Monday to Friday, 8am to 6pm.





THE GOVAN PANTRY

The Govan Pantry is a subsidised community shop that helps families to shop smarter and budget better, providing access to food and other essential items at reduced cost.

How does the Pantry work?

Pantry membership costs £2.50 per week and allows each member to select ten items from the range of fresh, frozen, chilled and ambient food products and other essential items, helping families to make average savings of approximately £15 per shop. The pantry food supply comes from Fare Share West of Scotland, supporting a surplus food redistribution model, diverting food away from landfill and promoting a sustainable, dignified approach to food insecurity.

Who can join the Pantry?

Anyone with a G51-G52 postcode can join The Govan Pantry. For Govan Housing Association tenants please contact the Money Advice Service for a referral.

When?

We are open Wednesday and Thursday each week from 10.30am to 3pm.

Where?

The Govan Pantry is located within the Vestibule of The Pearce Institute (next to the monument) 840-860 Govan Road, G51 3UU.



Young Carer Grant

The Young Carer Grant is a yearly payment of £326.65 for young carers in Scotland.

To be able to get Young Carer Grant, you must be 16, 17 or 18 years old.

You must also have been caring for 1, 2 or 3 people for an average of 16 hours a week for at least the last 3 months.

If you care for more than one person, you can combine the hours of the people you care for to average 16 hours a week.

You can get Young Carer Grant once a year, up until you turn 19. You'll need to fill in a new form or call us each year you want to apply.

How you spend the Young Carer Grant is up to you. You could use it for things like new clothes, driving lessons or a holiday. You do not need to tell anyone what you spend the money on.

The person you care for and their benefits

The person or people you care for must have been getting one or more of these benefits for at least the last 3 months:

- the daily living component of Personal Independence Payment (PIP)
- the middle or highest care rate of Disability Living Allowance (DLA), including Child Disability Living Allowance
- the middle or highest care rate of Child Disability Payment
- the daily living component of Adult Disability Payment
- Attendance Allowance
- Armed Forces Independence Payment

Timetable for introduction of future devolved Scottish Benefits confirmed

2023

- Winter Heating Payment
- Carer Support Payment (new claims pilot)

2024

- Carer Support Payment (new claims national launch)
- Pension Age Disability Payment (new claims pilot)
- Pension Age Winter Heating Payment (PAWHP)

2025

- Pension Age Disability Payment (new claims national launch)
- Carer's Additional Person Payment



Glasgow City Council Hazardous Waste Campaign

Incorrect Hazardous Waste Disposal

In recent months there have been several large fires and incidents at waste and recycling facilities in the UK, which were subsequently attributed to the incorrect disposal of hazardous items.

In Glasgow, there has been a significant increase in hazardous – often explosive – items being deposited in domestic bins. These items are unsafe and cannot be managed through the normal waste and recycling collection services.

Incorrect disposal of hazardous items puts the health and safety of staff at risk and jeopardises the integrity of critical processing infrastructure.

Incorrect disposal can also harm the environment and cause a breach of environmental legislation.

What are hazardous items?

Many common household items contain hazardous components.

For example, vapes, electric toothbrushes, toys, mobile phones and laptops, can contain rechargeable lithium-ion batteries, which can explode when damaged.

Other items, such as pressurised gas canisters, including NOx containers, helium balloon canisters, carbon dioxide, and others, also pose a risk of explosion if damaged.

What are we doing?

On 20th March 2023 we are launching the first phase of our Hazardous Waste Campaign, focussing initially on raising awareness through radio and social media.

We have commissioned a 30 second advert to be aired seven times/ day over three weeks on Radio Clyde, from Monday 20th March to Sunday 9th



These items **DO NOT BELONG** in your waste bins.



Visit your local Recycling Centre to dispose of these items safely.

recycle for Glasgow
ath-chuairtich do Ghlaschu

April. The advert highlights the dangers of allowing these hazardous items to enter the normal collection services.

A new web-page has also been created at www.glasgow.gov.uk/hazardouswaste allowing residents to find key information on the safe and correct disposal of these items by bringing them to their local Household Waste Recycling Centre (HWRC) for acceptance and treatment through a WEEE compliance scheme.

These activities will be supported by press coverage and a social media campaign.

Artwork is being installed on a number of Refuse Collection Vehicles (RCVs) highlighting what items should not be placed in bins.

How can you be involved in the campaign?

Whilst the campaign is being led by Glasgow City Council, this challenge goes far beyond Glasgow, and we ask external partners to support the campaign in the following ways:

1. Use your social media presence, internal and external communication channels to promote the key message of the campaign, which is to prevent hazardous items being placed in bins and instead take these items to Household Waste Recycling Centres for safe storage and treatment. We have provided the radio audio and graphics which we encourage you to use in this activity.

2. Encourage traffic towards the council's hazardous waste web page at www.glasgow.gov.uk/hazardouswaste
3. Follow and re-share the social media posts made by the council's social media accounts relating to the campaign – <http://www.facebook.com/GlasgowCC> and @GlasgowCC on Twitter. This allows the council to track the success of the campaign and adjust messaging as needed to achieve the maximum impact.
4. Promote the hash tag used by the council's social media channels to help reach a wider audience.
5. Distribute this message to your key customers and encourage their participation in the campaign.

What happens next?

This campaign is the start of a longer-term strategy towards improving health and safety and protecting key infrastructure.

Whilst this initial stage focuses on a social media campaign, subsequent phases will include school engagement, public events, and staff engagement, training and development.

We wish to continue support with external partners and would like to hear your thoughts on how future phases can deliver the maximum benefit to tackle this major challenge.



Close Door replacement

We are replacing close doors in the Govan C area. To date we have replaced 15 close doors and have 8 more to complete. When your close is due for replacement, we will contact you by letter to advise when we will be carrying out the replacement. We aim to have all scheduled close door replacements completed by the end of April 23.

Rewires

We started our rewire programme at the end of November 22. So far, between Govan HOME Team and Wright Kerr LTD, we have completed 20 rewires and expect to have another 24 completed by mid-April 23. We will contact you with an appointment date if this doesn't suit, please do not hesitate to contact us on **0141 406 6634**.

Multi Trade Supervisors

There are 3 multi trade supervisors at Govan HOME Team. Below is a list of what contracts they cover. The supervisors will carry out post inspections on work that is completed as well as managing ongoing work. Any queries regarding specific contracts can be sent to the supervisors.



Stevie Coyle	Chris Kelly	Mark Tedford
0141 406 6640 Stephen.coyle@govanhometeam.co.uk	0141 406 6630 chris.kelly@govanhometeam.co.uk	0141 406 6639 mark.tedford@govanhometeam.co.uk
Contracts: Landscaping Estate Management/ Bulk uplift Reactive Maintenance Void Contract Roofing and Guttering Close Painting Stage 3 adaptations	Contracts: EICR Contract Consumer Units Facilities Acquisitions Rewire programme	Contracts: Kitchen and bathroom replacement Window replacement Renew timber fencing Front and rear door replacement Close window replacement

Gutters

Govan HOME Team have now employed two full time roofers. James and Paul will now be carrying out anchor testing, gutter maintenance and roof repairs along with NorthWest Roofing. Gutter maintenance is running on a cyclical programme, however if you notice any other roof related repairs, please reported them to Govan Housing Association.



Kitchen and bathroom replacement programme

The kitchen and bathroom programme is progressing well. We have completed scheduled addresses at Wanlock Street and a section of Govan Road.

Until the end of this financial year we will continue to replace kitchens and bathrooms at Southcroft Street. Any queries during your install please get in touch with our Customer Contact Officer Ryan Arnott - **0141 406 6644** or ryan.arnott@govanhometeam.co.uk

Keep Scotland Beautiful Spring Clean Scotland 2023



Scotland is facing a litter emergency. If you want to join us to reduce litter levels in your neighbourhood, for our environment, our wildlife and our own health and wellbeing why not support the Keep Scotland Beautiful 2023 #SpringCleanScotland between 17 March to 17 April. Find out more at www.keepsotlandbeautiful.org

Monthly Govan Housing community walkabouts and litter picks – last Friday of the month at 2.30pm

Come and join us on the last Friday of every month for a walkabout and a litter pick at 2.30pm, meeting at the Housing Office, 35 McKechnie Street. Equipment provided, with refreshments once we're done. This month we are linking in with Keep Scotland Beautiful's Spring Clean Campaign, which runs from 17th March to 17th April and with our friends at Linthouse and Elder Park Housing Associations.

We know that litter is a recurring complaint, so why not join us to try to keep the streets clean. All welcome. We will work across Greater Govan and Ibrox. Get in touch to find out more.

Govan Gaelic School

We are delighted to continue to work with Govan Gaelic School and their fabulous Eco Committee and local residents to keep their neighbouring streets litter-free!



WINDOW WANDERLAND

February 24th 2023

This annual community event created a magical Window trail around Govan. People were able to wander around the window displays and stop off at key locations for warmth and music, a hot drink or a crafty workshop

We were delighted to link up with Glasgow City Mission's Govan family service again in February to take part in this year's Window Wanderland event in Govan. Children between the age of 3 - 15 took part in our window design and the theme this year was Govan Diversity.

Thanks to Make Do and Grow for organising this brilliant community event.



Govan Thriving Places

by Yvonne Reilly • Glasgow City Council • Community Connector
 yvonne.reilly2@glasgow.gov.uk



Many people who live, work, and volunteer in Govan share the desire to see this community thrive and in 2017, Glasgow City Council gave a ten-year commitment in to help improve the quality of life of those people.

Since then, **Govan Thriving Places** has been responding to the views gathered about what not only needs to improve, but what good things about Govan need supporting, strengthening and celebrating! To find out more go along to:

Thriving Places Pop up Stall in the Shopping Centre – second Friday morning of the month from 11am – 1pm

Providing information on what is happening across Govan and giving advice on where to get support. For many it is a good opportunity to have a friendly conversation about daily life and some of the struggles faced by families.

Thriving Places Networking Breakfast - taking place at the Clyde Hall on the first Friday of every month.

Providing an opportunity for community members, local volunteers and local workers to get together, make connections and work together.

For more information on Thriving Places, come along to the pop up stall or the community breakfast or contact Yvonne.Reilly2@glasgow.gov.uk

@GoodaboutGovan

@ThrivingGovan



COMMUNITY NETWORKING BREAKFAST

1ST FRIDAY OF THE MONTH

03/02, 03/03, 07/04, 05/05, 02/06

Grab a cuppa & some toast and have a chat with others who live, work and volunteer in the greater Govan area.

Make connections, share ideas and find out what is happening in G51.

This is an informal networking breakfast. However if there is something you would like to share with everyone (in 5 mins or less) then please get in touch with Yvonne to request a slot.

yvonne.reilly2@glasgow.org.uk

Breakfast is free for people who live or volunteer in G51. A small donation is welcome from workers to help continue these breakfasts.



Clyde Community Hall, 41 Whitefield Rd, G51 2YB

Marhaba! Salut! Hallo! Shalom! Cześć! Привіт! Ciao! Halò!



Hello Neighbours,



I am a new tenant with Govan Housing Association. I am looking for people who would like to share ideas on how to make our back courts into welcoming and safe spaces for everyone. For example, we could start with a project (e.g. plant dye workshop for kids, herb or veg growing, outdoor classes doing crafts, Tai chi, self defense, ...) and apply for funding from Govan Housing Association.



Please contact Susan Burns, Community Engagement Officer, if you want to get in touch with me:

Phone: 0141 406 6638

email: susan.burn@govanha.org.uk

Cheers,

Hannah in Luath Street

Ahoj! Bună! Hola! مرحبًا Ndeewo! Hej! Hujambo! Tere!



The Wee Govan Festive Fiesta

Back in December we were delighted to help out at the Wee Govan Festive Fiesta organised by community organisations, including Make Do and Grow, Govan and Linthouse Parish Church, Wheat Café, Sunny Govan Radio and NSPCC.

There were performers, free hot food, face painting, a silent disco and a Christmas tree raffle all topped off by a performance from the Salvation Army band. Sunny Govan Radio also transmitted live throughout the day and there was dancing in the streets! Feedback on the day was very positive.



"Govan is the place to be. There is always so much happening."



The No. 1 Be-friending Agency

CARERS CONNECTIONS PROJECT

**Do you support/look after a loved one?
Are you isolated & unable to go out?**

The Carer's Connections Project offers unpaid carers (usually a family member or a friend) in the G51/52 & G20 area's a pathway to connect by attending Group Befriending sessions called 'Cup of Friendship'.

Our paid carers will give the unpaid carer 3 hours respite, funded through this project, to attend our 'Cup of Friendship' events to allow them to meet new people, learn new skills, participate with Heritage, Wellbeing and other social activities. Digital Support can also be provided.

To be eligible for this project both the unpaid carer and the person/s being cared for must but be over 16 years of age. The benefits of this project can be accessed by self referral or by referral from another organisation.

For more information please contact jaiyeola@befriend.org.uk or call 0793 942 5098

Take care of yourself

Maslow's Community Hub

94 LANGLANDS ROAD, GOVAN, G51 3BQ



MONDAY 3RD APRIL	TUESDAY 4TH APRIL	WEDNESDAY 5TH APRIL	THURSDAY 6TH APRIL	FRIDAY 7TH APRIL
10AM-11:30AM: INTERNET CAFE AND DROP-IN 11:30AM-12:30AM: ENGLISH CONVERSATION CLASS 12:30PM-1:30PM: INTERNET CAFE AND DROP-IN 1:30PM-3:30PM: SUPPORT WITH FORMS AND APPLICATIONS (APPOINTMENT ONLY)	10AM-12PM: INTERNET CAFE AND DROP-IN 12:30AM-2PM: CV WRITING WORKSHOP 2PM-3:30PM: ART AND CRAFT CLASS	10AM-12PM: INTERNET CAFE AND DROP-IN 12:30-2PM COMPUTER CLASS (MIXED LEVELS) 2PM-3PM ENGLISH CONVERSATION CLASS 3PM-4PM: INTERNET CAFE AND DROP-IN	10AM-12PM: INTERNET CAFE AND DROP-IN 12:30PM-2PM: ART AND CRAFT CLASS 2:30PM-4PM: COMPUTER CLASS (MIXED LEVELS)	10:30AM-12M: UKELELE MUSIC CLASS FOR BEGINNERS 12:30M-2PM: INTERNET CAFE AND DROP-IN 2:30PM-3:30PM: SELF DEFENCE CLASS FOR BEGINNERS

TO BOOK IN FOR CLASSES, CONTACT RUBY KELLY: RUBYMASLWS@GMAIL.COM

Maslow's Community Hub

94 LANGLANDS ROAD, GOVAN, G51 3BQ



MONDAY 10TH APRIL	TUESDAY 11TH APRIL	WEDNESDAY 12TH APRIL	THURSDAY 13TH APRIL	FRIDAY 14TH APRIL
10AM-11:30AM: INTERNET CAFE AND DROP-IN 11:30AM-12:30AM: ENGLISH CONVERSATION CLASS 12:30PM-1:30PM: INTERNET CAFE AND DROP-IN 1:30PM-3:30PM: ASYLUM SEEKER HOUSING ADVICE DROP-IN SESSION	10AM-12PM: INTERNET CAFE AND DROP-IN 12:30AM-2PM: CV WRITING WORKSHOP 2PM-3:30PM: ART AND CRAFT CLASS	10AM-12PM: INTERNET CAFE AND DROP-IN 12:30-2PM COMPUTER CLASS (MIXED LEVELS) 2PM-3PM ENGLISH CONVERSATION CLASS 3PM-4PM: INTERNET CAFE AND DROP-IN	10AM-12PM: INTERNET CAFE AND DROP-IN 12:30PM-2PM: ART AND CRAFT CLASS 2:30PM-4PM: COMPUTER CLASS (MIXED LEVELS)	10:30AM-12M: UKELELE MUSIC CLASS FOR BEGINNERS 12:30M-2PM: INTERNET CAFE AND DROP-IN 2:30PM-3:30PM: SELF DEFENCE CLASS FOR BEGINNERS

TO BOOK IN FOR CLASSES, CONTACT RUBY KELLY: RUBYMASLWS@GMAIL.COM

COMPUTER CLASS ● MUSIC CLASS ● CRAFT CLASS ● ENGLISH CLASS ● ACTIVE CLASS ● ADVICE SESSION ● INTERNET CAFE AND DROP-IN ●

Closures for Govan Housing Association & Govan HOME Team

Please note that the offices will be closed on the following dates:

Easter: From Friday 7 April 2023 to Monday 10 April 2023, reopening Tuesday 11 April 2023

May: Monday 1 May 2023 (May Day Bank Holiday) and Monday 8 May 2023 (Coronation Bank Holiday)

Govan Housing Association

35 McKechnie Street, Glasgow G51 3AQ

Telephone: 0141 440 0308

Email: general@govanha.org.uk • Website: www.govanha.org.uk

facebook.com/govanhousingassociation

@MovingGovanFwd

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